

OPEN MINUTES
Toronto Central Local Health Integration Network (TC LHIN)
Board of Director's Meeting

April 25, 2018
4:00 p.m. to 6:00 p.m.
Dundas Boardroom, Toronto Central LHIN
250 Dundas Street W, Suite 305, Toronto

(Board Approved: June 27, 2018)

Directors Present

Vivek Goel, Board Chair
Carolyn Acker
Pamela Griffith-Jones
Christopher Hoffmann
Myra Libenson

Yasmin Meralli
Karen Sadlier-Brown
Felix Wu
Natasha VandenHoven
Dunbar Russel

Regrets:

Jason Madden

Resources:

Susan Fitzpatrick, Chief Executive Officer
Raj Krishnapillai, VP, Finance & IT and CFO
Tess Romain, VP, Health System Strategy, Integration and Planning
Gayle Seddon, VP, Home and Community Care
Chris Sulway, VP, Quality, Performance and Accountability
Manson Locke, VP, Human Resources and Corporate Administration
Vaisny Balamurali, Recorder

Guests:

Sandra Daziel, Co-Chair Toronto Central LHIN's Citizen's Panel
Dr. Trevor Jameson
Dr. Sacha Bhatia

Welcome and Call to Order

Upon convening the meeting, the Board Chair, Dr. Goel acknowledged the unfortunate events of Monday April 23, 2018 that affected the Toronto area. He spoke to the valiant efforts and capacities of all the emergency responders and health care providers within the Toronto Central LHIN, specifically highlighting the work of the Critical Care Response teams at Sunnybrook Hospital.

Approval of Agenda

The Board reviewed and approved the agenda of the April 25, 2018 Board Meeting as circulated.

Motion:

UPON MOTION duly made, and unanimously carried, the Toronto Central LHIN Board approves meeting agenda for April 25, 2018 as circulated.

Approval of Minutes

The Board reviewed and approved the minutes of the open session from the February 21, 2018 and March 9, 2018 Board meetings.

Motion:

UPON MOTION duly made, and unanimously carried, the Toronto Central LHIN Board approves the draft minutes for the January 31, 2018 open session of the Board meeting as circulated.

Patient Experience

The meeting commenced with the co-chair of the Toronto Central LHIN's Citizens' Panel, Sandra Dalziel sharing her patient experience within the LHIN. Sandra introduced herself as a passionate patient/caregiver advocate with extensive personal

experience navigating the healthcare system as a family caregiver for many years, and now as a cancer patient herself. She provided further details to her experience as a caregiver with her husband's illness and shared that her lesson learned was that patient advocacy can drive system level improvements. She believes that her voice in collaboration with health providers and planners will optimize care delivery at an individual level which in turn, will lead to system-level improvements. Sandra further discussed that patient and caregiver education opportunities are important as it allows them to have informed discussions with their healthcare practitioners and gain an understanding of the course of action being taken, this will help with adhering to the physician's instructions, seeking additional resources and being able to identify areas of concern.

Sandra concluded by stating that her goal with her patient advocacy initiatives is to increase the voice of the patient and their support team within the healthcare system.

Innovation Centre – Women's College Hospital

Dr. Trevor Jameson and Dr. Sacha Bhatia from Womens' College Hospital presented an overview of their Innovation Centre, WHIV (Women's College Hospital Institute for Health System Solutions and Virtual Care) along with some of the initiatives they are involved in. They discussed importance of the LHINs being a catalyst of ensuring health care providers are leveraging the tools and resources available to them in order to improve patient access to care and quality of care.

The Board engaged in a robust discussion on the current trends in research and the technologies and tools that can be directly used within the LHIN to expand and improve the patient experience and maximize the efficiency within the healthcare system.

CEO Board Report

S.Fitzpatrick spoke to the continued progress the Toronto Central LHIN is making toward its mandate letter commitments. She highlighted the following initiatives or areas of work within the Toronto Central LHIN

- Primary Care: In early 2018, Toronto Central LHIN obtained funding to implement a new **Inter-Professional Care** team to service the homeless and or precariously housed population in the Moss Park neighbourhood.
- **SCOPE** – or the Seamless Care Optimizing the Patient Experience -program continues to expand its services with the objective of providing its services within all 5 sub-regions.
- In February 2018, MOHLTC launched the application process for the first 5,000 (of a 30,000 bed expansion) new **long-term care beds** through a call for applications, in collaboration with the LHINs.
- LHINs have been partnering on developing a new standardized assessment tool, the **inter Residents Assessment Inventory** for the Home and Community Care service delivery.
- A new model of care called **Reintegration Units** – which facilitate discharge from hospital and reintegration into the community is being discussed within the Toronto Central LHIN
- Based on the February 2018 data release, Toronto Central LHIN is meeting five of the 12 MLAA indicators: Nursing Visits, PSW Visits , Hip replacement Wait Time, Knee replacement Wait Time and ALC Rate and is within 10% for one indicator (Readmissions within 30 days).
- Toronto Central LHIN's second citizens' group – the Home and Community Care Patient and Family Committee launched in March and we will be utilizing them to focus on key areas of services delivery.

Toronto Central LHIN 2018-2022 Strategic Plan and Values Update

T. Romain provided a high-level overview to the 2018-2022 Toronto Central LHIN's strategic plan. The Board of Directors engaged in a rich discussion about the plan, providing their thoughts and input on key areas. The main takeaways were to ensure there was added clarity and/or descriptions to the organizational values and that there was consistency in the language discussing strategic milestones and their corresponding actions.

Two key questions arose from this discussion. Firstly, a board member asked if the current fiscal challenges will be addressed in the new strategy, T Romain stated that measures were incorporated into the plan to aid in mitigating the fiscal challenges such as a team based care initiative and utilizing population health data in all aspects of health care delivery.

Secondly, a board member inquired if this strategy's key priorities will be integrated into the strategic plans of our partner Health Service Providers. T. Romain commented stating that the strategic plan, once finalized will be shared with all Health Service Providers and provider specific commentary will be added as it relates to their accountability agreements with the LHIN.

Capital Project: St. Joseph's Mental Health Emergency Services Unit

Motion

C. Sulway explained that at St. Joseph's Health Centre's Emergency Department, a separate space exists for their Mental Health Emergency Services Unit (MHESU) program. The current MHESU space (size, configuration and capacity) was highly inadequate in several ways: insufficient capacity for adults, no capacity for children and adolescents, no enclosed exam/assessment places, and poor sightlines and patient flow. In addition, there is a single point of patient access for both high and low acuity patients, which can be very disruptive and a risk to patient safety.

UPON MOTION duly made, and unanimously carried, the Toronto Central LHIN Board endorses the St. Joseph's Stage ½ Capital Submission for renovations to their Mental Health Emergency Services Unit.

A recently-completed coroner's inquest into a death of a patient at St. Joseph's in the Crisis Unit (now known as MHESU) four years ago, included recommendations of changes to the existing MHESU space. These recommendations, along with staff and expert consultation, have been incorporated into the planned renovation and minor expansion described in this capital redevelopment submission.

C. Sulway clarified that the ministry will be funding this renovation.

No further questions or concerns were raised.

Governance and Nominations Committee Report

C.Hoffmann discussed the business of the Governance and Nominations Committee meeting of April 11, 2018. He highlighted the work the Committee has been doing on the Education Strategy for the Directors. Educational presentations about current trends, innovations and practices within health care will be presented to the board regularly as well patient stories that tie into the work of the LHIN and corresponding MLAA metrics. He further explained that there will be opportunities for Board Members to participate in visit sites and observe direct delivery of service/care within the Toronto Central LHIN. Lastly he mentioned that all Board committees are required to review and finalize their Terms of Reference and Work Plans prior to June 2018.

Moving to a closed session

That the Toronto Central LHIN Board of Directors meeting be moved into a closed session pursuant to s.9(5) of the Local Health Systems Integration Act, 2006 to:

- consider financial and other matters concerning personal or public interest and personnel matters

and that Board Members, Susan Fitzpatrick, Manson Locke and Vaisny Balamurali join the committee in the closed session.

Next Board Meeting

The next regularly scheduled Board of Directors meeting will be held on May 30, 2018 from 4:00 -7:00 p.m. at the Toronto Central LHIN offices